



PORTLAND VA MEDICAL CENTER

Our mission is to honor America's veterans by providing exceptional health care that improves their health and well-being.



NOTICE OF VACANCY

POSITION TITLE: Medical Support Assistant

ANNOUNCEMENT #: MP-11-0065-JR

DIVISION: Imaging Service

LOCATION: Portland VAMC

SERIES & SALARY RANGE: GS – 0679-07 \$40,894 - \$53,166

OPEN DATE: 2/28/2011

CLOSE DATE: 3/14/2011

NUMBER OF VACANCIES: 1

POSITION INFORMATION: Permanent, Full-time, Mon – Fri 8 am to 4:30 pm

WHO MAY APPLY:

- Portland VA Medical Center career or career conditional employees and permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement. (See conditions of employment).

BARGAINING UNIT POSITION: YES

MAJOR DUTIES: Responsible for fully understanding the clinical protocols for each Imaging procedure in order to appropriately arrange a patient's plan of care. Coordinates non-Imaging clinical support services into each patient's plan of care as appropriate. Derives information from a variety of sources and independently determine the priority in which requests will be acted upon. Coordinating exams frequently entails arranging for them to be done during current short term hospitalizations or on a day the patient is here for other appointments. Initiates discussions with patients and health care providers (local and regional VA staff physicians, house staff, private sector practitioners) in order to gather information that is relevant to determining an appropriate plan of care for Imaging Service requests. Clarifies incomplete or unclear requests by utilizing the patient's electronic health record, contacting the initiating clerk, facilitator, or requesting provider to ascertain specific points of contention before proceeding. Responds to numerous phone calls and voicemail requests daily from patients and staff regarding coordination of scheduling times, exam preparations, or questions of a more general nature. Interfaces with a variety of information technologies and databases to enter plan of care information which will be accessed by other operational groups within the VA system. Maintains optimal levels of activity across the various Imaging modality units. Crafts, designs and revises patient letters as appropriate to accurately reflect the process, procedures, exam preparation instructions and other information that must be communicated to patients. Re-schedules and adjusts patient plans of care as necessary. • Promotes collegial, harmonious working relationship among patients and staff, ensuring that our customer's needs are met without interfering with the productivity of Imaging Service radiologists and technologists. Provides assistance to VA employees (Hospital Patient Representative, Clinical Facilitators, Short Stay Care Unit Staff, Complex Diagnostic Unit Staff, AM admissions Coordinator, etc.) in accessing Imaging Staff and House staff and ensures follow-up is accomplished.

QUALIFICATIONS:

- **Eligibility:** U.S. Office of Personnel Management [Qualification Standards](#) Handbook for GS-0679. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.
- **Basic Requirements:** Must be a U.S. citizen.
- **General Experience:** None
- **Specialized Experience:** At least one year of experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level (GS-6). Specialized experience includes, but is not limited to; Knowledge of Medical terminology; Knowledge and understanding of clinical protocols of Imaging procedures; Use of a variety of computer programs (i.e. MS word, Excel, CPRS, Vista and scheduling matrix) to assist in scheduling specialized exams; Answering calls from varied sources and responds with accurate and timely information; Maintaining optimal levels of activity in various Imaging modalities; Coordinating with multiple clinic support services to ensure patients plan of care is achieved.
- **Substitution of Education for Experience:** Not applicable at this level.

Please note: It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept in a US government envelope.



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- Basis for Rating: Knowledge, Skills and Abilities

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to the rating factors may result in your application receiving a less than desirable rating.

1. **Ability to demonstrate organization and time management skills.**
2. **Knowledge of and proficiency in computer and software programs including MS Word, Excel, CPRS, VISTA, and a scheduling matrix.**
3. **Skill in interpersonal relationships, telephone etiquette, dealing with the public, and customer service.**
4. **Knowledge of medical terminology and understanding of various types of Imaging studies in order to correctly schedule patients for imaging studies.**
5. **Ability to navigate through different services to schedule a patient.**

CONDITIONS OF EMPLOYMENT:

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future

- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.

- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.

- Applicants appointed to direct patient care positions must be proficient in spoken and written English as required by 38 USC 7402(d) and 7407(d).

- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis

- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Application forms may be obtained in Human Resources Management Service or on our Portland VAMC internet website, <http://www.visn20.med.va.gov/Portland/mc/hr>.

Portland VAMC Permanent Internal employees:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 3/14/2011)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (due 3/14/2011)
4. Updated application; [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume.
5. [MPQ – Merit Promotion Questionnaire](#) is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF.

All application packets must be received in Human Resources by Close of Business (COB) on 3/14/2011.

- Applications may be emailed to: PortlandVAJobs@va.gov Subject: MP-11-0065-JR

- Received by Fax to: 503.273.5029, ATTN: MP-11-0065-JR

- Mailed to: PO BOX 1034, Portland, OR 97207 ATTN: MP-11-0065-JR

- Brought in person to: Portland VA Medical Center at 3710 SW US Veterans Hospital Road, Portland, OR 97239, Human Resources Building 16, Room 300

Thank you for your interest in the Portland VA Medical Center, for more career opportunities please visit:

[Portland VA Human Resources](#) or [USAJobs](#).

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